

Accessibility Includes Communication



Because...

- Half a million Canadians have speech and language disabilities that are not caused by a hearing loss.
- Many of us communicate using unclear speech, picture or letter boards and devices. Some of us may have difficulty understanding what you are saying.
- Like everyone, we have a legal right to access your business and services.
- We can experience barriers when we communicate with you either in person, over the telephone, at a meeting or public event.
- Learn simple things that you can do to make your services accessible to us.

www.cdacanada.com



Communication Disabilities Access Canada

Make Your Services Accessible for People with Speech and Language Disabilities

- Talk directly to us. Do not ignore us.
- Do not underestimate our abilities.
- Assume we understand what you are saying, unless we tell you otherwise.
- Ask what you can do when communicating with us.
- Watch and listen as we may use speech, body language, a communication board, or a device.
- Be patient.
- If we have difficulty understanding you, use everyday language, speak clearly, or show us what you are talking about.
- Find out how we want to communicate with you over the telephone, or if we prefer to use email or text.
- Ask if we need assistance to communicate at meetings or public events.
- Ask if we need support to read your materials, complete forms, take notes or sign your documents.
- Display the communication access symbol that tells us you will make an effort to accommodate our needs.



Get the communication symbol and learn more about communication access by going to our website.

www.communication-access.org

Email: cdac@bell.net

